

Complex health needs Policy

Version History

Version	Date Approved	Approved by	Brief Description of Changes
Original	Sept 19		
2025/1	September 25	Board of Management	Added onto new template and annual review
2026/1	September 26	Board of Management	Yearly review and updates

Policy Owner

Head of Children and Young People

Purpose and Scope

This policy applies to all YMCA East Surrey Children and Young People Services staff and volunteers. YMCA East Surrey recognises that children and young people who attend our settings may have a variety of complex health needs. Therefore, this policy outlines procedures to be followed regarding meeting their care needs.

Definitions

- ▶ Complex Health needs - refers to a variety of different situations where individuals may require a higher level of support due to a combination of factors, including physical or mental health conditions, disabilities, or challenging life circumstances, often meaning extra support is required

Relevant Legislation or Governance Requirements

- ▶ The Children's Act 1989
- ▶ Children and families Act 2014
- ▶ Health and Care Act 2022
- ▶ Benedicts Law 2026
- ▶ Working together to Safeguard Children 2026

Related Policies and Procedures

- ▶ Safeguarding Children Policy
- ▶ Illness and Injury Policy
- ▶ Equality, Diversity and Inclusion Policy
- ▶ Medication Policy
- ▶ Accident and Incident Policy
- ▶ Personal and intimate Care Policy
- ▶ Behaviour Support Policy
- ▶ Restraint and Physical intervention Policy
- ▶ Training and Development Policy

Policy Requirements

Complex health needs

As a fully inclusive organisation, the YMCA may have children and young people who attend the settings who have complex health needs, such as epilepsy or severe allergies,

and the appropriate steps to meet their health and medication needs will be taken (see Medication policy).

Children and Young People requiring oxygen therapy

For children and young people who attend our services who require oxygen therapy whilst in our care, a Respiratory Escalation Plan must be in place (shared by parent/carers).

Parent/carers must sign in both the portable oxygen cylinder in use, and the spare cylinder, to state that they are full and are in working order.

The spare portable oxygen cylinder must be stored in at least six feet away from flames or heat sources, such as gas cookers and gas heaters, in an accessible location with clear signage.

Oxygen is a fire hazard, so staff must take precautions:

- ▶ never let anyone smoke near the portable oxygen cylinders
- ▶ keep portable oxygen cylinders
- ▶ don't use flammable liquids, such as cleaning fluid, paint thinner or aerosols, while using portable oxygen cylinder
- ▶ don't use oil-based emollients, such as Vaseline, when using portable oxygen tanks
- ▶ keep oxygen cylinders upright to prevent them being damaged
- ▶ in the event of a fire, inform the fire brigade that you have a child with a portable oxygen cylinder with them, along with the location of the spare cylinder.

For more information, please see the Fire policy.

Epilepsy

Seizure record charts will be used for those who have epilepsy, along with their individual protocol, provided by the parent/carers (typically within the child's Epilepsy Care Plan and/or Education Health and Care Plan).

Severe allergies (anaphylaxis)

The YMCA have staff who are EpiPen trained through external First Aid training. In the event of anaphylaxis, staff will follow the child / young person's individual protocol, provided by or created with the parent/carers. YMCA East Surrey will ensure that they follow all relevant guidance and requirements. This includes ensuring that have appropriate plans in place for children, provide appropriate training for staff and have any required resources.

Feeds via Percutaneous Endoscopic Gastrostomy and/or Jejunostomy

Parent/carers of children / young people who require YMCA staff to administer feeds (and/or medication – see Medication policy) via Percutaneous Endoscopic Gastrostomy and/or Jejunostomy must arrange to meet with the setting Coordinator / Manager prior to their child / young person first attending to:

- ▶ complete a Request to Administer Feed Form (which includes the child / young person's feeding regime)
- ▶ demonstrate to the Coordinator the actions required to administer the child / young person's feed
- ▶ provide written permission for named staff to administer feeds

It is the responsibility of the parent/carer to inform the YMCA if anything regarding their child / young person's feeds has anything changed.

Prior to administering the feed, staff must carry out the following checks:

- ▶ that the feed is in date and untampered with (if applicable)
- ▶ that they have the correct child or young person
- ▶ that they are aware of the actions required to administer the feed safely
- ▶ that they have correctly carried out adequate handwashing
- ▶ that they are wearing gloves

If staff are concerned about anything regarding the procedure required, they must not continue.

The Administration of Feed Record Form must be completed by named staff after each feed.

Any errors or issues must be recorded on My Concern.

For more information see Personal and Intimate Care policy.

Training

Through-out the year, all staff are fully trained in accordance with the health care requirements of the children / young person in the settings. Furthermore, there are annual updates provided for all staff, covering all aspects of this policy, as well as respond to the different needs of staff/settings/children.

For more information see Training and Development policy.

Inclusivity

YMCA East Surrey are an inclusive organisation; however, the YMCA reserve the right to delay providing care or help parents and carers source appropriate alternative provision for children or young people until their health needs can be fully met with additional staffing (including an individual Personal Assistant) or equipment. Furthermore, YMCA East Surrey will refuse to take children / young people if the relevant health documentation is not provided or sufficient.

For more information, see Equality, Diversity and Inclusion Policy.

Roles and Responsibilities

Monitor: Head of Children & Young People

Approve: Board of Management

Endorse: Children & Young People Advisory Group

Propose: CEO

Draft and review: CYP Childcare and Children's activity Manager

Implementation and review

This Policy is reviewed annually and disseminated to staff on HealthboxHR and SharePoint.